

**REPLY DECLARATION  
OF  
JAMES M. BRADBURY  
ATTACHMENT 17**

**OBSERVATION 128**  
BellSouth Florida OSS Testing Evaluation

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Date: October 15, 2001**OBSERVATION REPORT**

KPMG Consulting has identified an observation as a result of the Order "Flow-Through" Evaluation (TVV-3).

**Observation:**

**BellSouth did not provide flow-through classification information for Digital Subscriber Line (DSL) orders submitted by KPMG Consulting. (TVV3)**

**Background:**

Ordering Measure O-6 of the Service Quality Measurement Plan<sup>1</sup> provides Competitive Local Exchange Carriers (CLECs) with a list of flow-through activity of all Local Service Requests (LSRs) submitted by the CLEC during each reporting period. BellSouth's Performance Measurement and Analysis Platform (PMAP) Web Site<sup>2</sup> notes that a CLEC can receive its "LSR Detail Report" upon request.

KPMG Consulting has requested the report information and receives its "LSR Detail Report" each month.

**Issue:**

As part of the "Flow-Through" Evaluation, KPMG Consulting reconciles all LSRs submitted in the POP Functional Evaluation with the LSR Detail Report. KPMG Consulting has not received LSR status information on 117 DSL orders submitted through the available electronic interfaces.

KPMG Consulting has not received flow-through classification information on the following DSL PONs:

PON	VER	CC	LSR SENT DATE
072131FPTH000016	00	9990	05/16/01
072131FPTH000018	00	9990	05/16/01
072131FPTH000018	01	9990	05/23/01
072131FPTH000018	02	9990	05/23/01
072131FPEH005001	00	9993	06/27/01
072131FPEH006002	00	9993	06/27/01
072131FPTH000014	00	9993	06/21/01

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<sup>1</sup> BellSouth OSS Testing Florida Interim Performance Metrics Version 3.0, Approved June 1, 2001

<sup>2</sup> [https://pmap.bellsouth.com/monthly\\_site\\_updates.cfm](https://pmap.bellsouth.com/monthly_site_updates.cfm)

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PON	VER	CC	LSR SENT DATE
072131FPTH000015	00	9993	06/28/01
072131FPTH000017	00	9993	05/10/01
072131FPTH000017	01	9993	05/23/01
072131FPTH000017	02	9993	05/23/01
072131FPTH000017	03	9993	05/29/01
072131FPTH000019	00	9993	06/29/01
072131FPTH000020	00	9993	05/16/01
072131FPTH001013	00	9993	06/20/01
072131FPTH001016	00	9993	06/11/01
072131FPTH001018	00	9993	05/25/01
072131FPTH001018	01	9993	05/30/01
072131FPTH001018	03	9993	06/01/01
072131FPTH001018	04	9993	06/07/01
072131FPTH001020	00	9993	06/29/01
072131FPTH002012	00	9993	05/10/01
072131FPTH002012	03	9993	05/10/01
072131FPTH002020	00	9993	07/17/01
072131FPTH004011	00	9993	06/21/01
072141FPEH000003	00	9993	07/16/01
072141FPEH000004	00	9993	07/06/01
072141FPEH000005	00	9993	07/06/01
072141FPEH000006	00	9993	07/06/01
072141FPEH000007	00	9993	07/06/01
072141FPEH000008	00	9993	07/06/01
072141FPEH000009	00	9993	07/06/01
072141FPEH000010	00	9993	07/16/01
072141FPEH002001	00	9993	05/22/01
072141FPEH003001	00	9993	06/07/01
072141FPTH000013	00	9993	06/20/01
072141FPTH000015	00	9993	05/02/01
072141FPTH000016	00	9993	06/20/01
072141FPTH000017	00	9993	06/06/01
072141FPTH000018	00	9993	06/28/01
072141FPTH000019	00	9993	05/03/01
072141FPTH000020	00	9993	06/20/01
072141FPTH001011	00	9993	06/29/01
072141FPTH001012	00	9993	05/03/01
072141FPTH001014	00	9993	06/21/01
072141FPTH001017	00	9993	06/21/01
084011FPEH000001	00	9993	07/03/01
084011FPEH000002	00	9993	06/28/01

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PON	VER	CC	LSR SENT DATE
084011FPEH001003	00	9993	06/28/01
084011FPEH001004	00	9993	07/06/01
084011FPEH001005	00	9993	06/25/01
084011FPTH000009	00	9993	04/27/01
084011FPTH000010	00	9993	04/27/01
084011FPTH001007	00	9993	04/27/01
084011FPTH001008	00	9993	04/27/01
084011FPTH001009	00	9993	05/08/01
084011FPTH001009	01	9993	05/09/01
084011FPTH001010	00	9993	05/08/01
084011FPTH001010	01	9993	05/09/01
084011FPTH002009	00	9993	07/17/01
084011FPTH002010	00	9993	07/17/01
084011FPTH007006	00	9993	04/26/01
084021FPEH000004	00	9993	06/27/01
084021FPEH000005	00	9993	06/29/01
084021FPEH000006	00	9993	06/26/01
084021FPEH000007	00	9993	06/25/01
084021FPEH000008	00	9993	06/20/01
084021FPTH000010	00	9993	05/17/01
084021FPTH000011	00	9993	05/18/01
084021FPTH000013	00	9993	05/18/01
084021FPTH000013	01	9993	05/18/01
084021FPTH000013	02	9993	05/18/01
084021FPTH000015	00	9993	06/07/01
084021FPTH000016	00	9993	06/07/01
084021FPTH001012	00	9993	06/20/01
084021FPTH001013	00	9993	06/21/01
084021FPTH002009	00	9993	05/18/01
085011FPEH000003	00	9993	06/22/01
085011FPEH000004	00	9993	07/06/01
085011FPEH000009	00	9993	07/02/01
085011FPEH000009	01	9993	07/02/01
085011FPEH001001	00	9993	06/11/01
085011FPEH001001	01	9993	06/22/01
085011FPEH001001	03	9993	07/18/01
085011FPEH001005	00	9993	06/22/01
085011FPEH001006	00	9993	06/22/01
085011FPEH002007	00	9993	06/22/01
085011FPEH002010	00	9993	07/18/01
085011FPEH004002	00	9993	06/22/01

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PON	VER	CC	LSR SENT DATE
085011FPTH000017	00	9993	06/28/01
085011FPTH000017	01	9993	06/28/01
085011FPTH000017	02	9993	06/29/01
085011FPTH000019	00	9993	06/07/01
085011FPTH001013	00	9993	06/29/01
085011FPTH001014	00	9993	06/22/01
085011FPTH001016	00	9993	06/07/01
085011FPTH001016	01	9993	06/13/01
085011FPTH001018	00	9993	06/07/01
085011FPTH001020	00	9993	06/28/01
085011FPTH003015	00	9993	06/07/01
085011FPTH003015	01	9993	06/07/01
085011FPTH004011	00	9993	05/21/01
085011FPTH004012	00	9993	07/02/01
085011FPTH005011	00	9993	06/07/01
087041FPEH000004	00	9993	06/25/01
087041FPEH002003	00	9993	06/25/01
087041FPEH005001	00	9993	06/25/01
087041FPEH005002	00	9993	06/26/01
087041FPTH000010	00	9993	06/29/01
087041FPTH001007	00	9993	06/01/01
087041FPTH001007	01	9993	06/05/01
087041FPTH001008	00	9993	06/28/01
087041FPTH003009	00	9993	06/29/01
087041FPTH003009	01	9993	06/29/01
087041FPTH003009	03	9993	07/02/01
087041FPTH005006	00	9993	05/17/01
087041FPTH006006	00	9993	06/07/01

**Impact:**

The absence of flow-through classification data could result in an increased order error rate, as resulting in a CLEC's inability to identify its ordering problems in a timely manner. As a result, CLEC customer satisfaction could decrease.